



CUSTOMER CASE STUDY

Leveraging Mentorship to Close Skill Gaps & Boost Retention



together



LOUISIANA
DEPARTMENT OF
HEALTH

togetherplatform.com

Case Study



Organization

The Louisiana Office of Public Health

Industry

Public Health

Organization Size

5K-10K employees

The Challenge

The Louisiana Office of Public Health (OPH) lives by their mission statement: To protect and promote the health and wellness of all individuals and communities in Louisiana.

OPH's Workforce Team recognized that the well-being of Louisiana's public health staff was key to improving the physical, behavioral, and social outcomes of its residents. Stress and burnout, after all, are the top two reasons why employees leave public health, according to the [Public Health Workforce Interests and Needs Survey \(PH WINS\)](#).

PH WINS also found that 23% of respondents considered leaving their organization in the next year, and 29% reported retiring in the next 5 years. An internal pulse survey at OPH also highlighted a need to connect with others, and a gap when it came to leadership skills training.

These challenges—employee turnover, talent gaps left by retiring staff, and an emphasis on employee well-being and connection—led the OPH Workforce Team towards mentorship as a solution.

Key Challenges:

Employee turnover due to stress and burnout

Talent gaps left by retiring staff

Leadership skills gaps

Need for variety of learning formats

Workforce desire to connect with others



“The idea of a mentorship program originally came up in the 2019 cohort of our OPH Leadership Development Institute as a solution to improve retention. Once we realized that it could help us reach other organizational objectives, like closing skill gaps and boosting employee engagement, **we knew that a mentorship program would be worth the investment.**” - Jennifer Taylor, Deputy Director of Workforce, Louisiana Department of Health

The Solution

Once OPH had identified a workplace mentorship program as a retention, employee engagement, and employee learning strategy, they developed their mentorship goals and objectives.

OPH mentorship goals and objectives:

- 1 Develop key public health skills
- 2 Increase communication
- 3 Break down silos
- 4 Increase retention
- 5 Boost connection and support
- 6 Support succession planning

With these goals in place, OPH knew that they needed a mentorship software solution to help support the three components of their mentorship program:

- **Application:** OPH needed a solution that would enable mentees to identify goals and matching preferences, and mentors to identify their skills and goals, as part of the registration process.
- **Matching:** The software would then use that data to provide algorithmic matching suggestions, enabling user-led matching that makes the process seamless for both participants and administrators.
- **Cohort-based timeline:** The solution needed to have the scheduling and agenda capabilities to support mentorship cohorts where pairs would meet for a minimum of six sessions over six months.

After considering several solutions, Together's mentorship software surfaced as the partner of choice, with the tools and capabilities needed to help OPH reach its mentorship program's goals and objectives.

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“Mentorship improves job satisfaction, reduces stress and burnout, your people will feel more supported, and you’ll improve organizational culture. **It’s a huge bang for your buck.**” - Jennifer Taylor, Deputy Director of Workforce, Louisiana Department of Health

When implementing Together, OPH leveraged several strategies to boost mentorship program registration and participation, including:

- Promotion and awareness
- Orientation and training
- Structured agendas
- Mentorship speaker series
- Office hours and technical assistance
- Email and calendar reminders
- Recognition and celebration

These efforts overall equipped both mentors and mentees to get the most out of the program, boosting its success for participants and for the organization as a whole.



The Results

Now in its fourth cohort, the OPH Workforce Team uses several KPIs to measure the success of their mentorship program:

Mentee Development	Program Engagement	Org Impact
Skill Development Use surveys and self-assessments to measure acquisition or change in skill development	Meeting Completion Rate Track the percentage of scheduled meetings	Employee Retention Rate Analyze if there's a correlation between participation in the program and employee retention
Goal Achievement Track progress towards the mentee's stated goals from beginning to end	Communication Frequency Track the number of non-meeting interactions between mentors and mentees	Promotion Rates See if mentees who participate in the program are more likely to get promoted compared to non-participants
Increased Confidence Use surveys to gauge mentee confidence level before and after program	Program Satisfaction Conduct surveys to measure satisfaction with the program	Employee Net Promoter Score (eNPS) Gauges employee loyalty and willingness to recommend the company

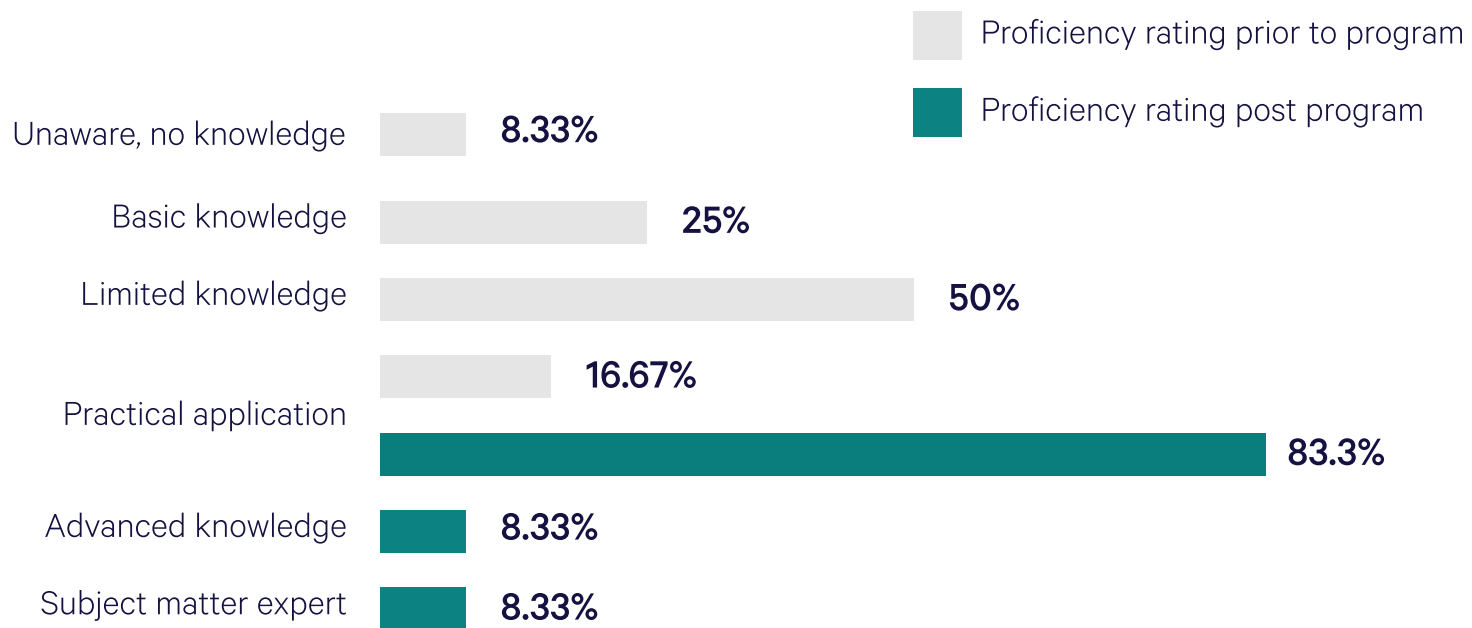
Since starting their program in 2021, **100% of participants** have found the mentorship program valuable.



“Being able to share those experiences, the good things that I’ve learned, the mistakes that I’ve made, with my mentee and hoping that they will be able to learn from those experiences—that’s been **really fulfilling to me as a mentor.**” - OPH Mentor

One area that OPH’s mentorship program has seen particular success in is skill development. Before the program, 83% of mentees responded that they had little to no knowledge of the identified skill that they wanted to grow in. After the program, **100% of mentees said they had some level of proficiency in that skill, with 8% of participants even labeling themselves as subject matter experts.**

Mentee Skill-based Goal Tracking



“The mentorship cultivated a **greater sense of self assurance** for me and my abilities and enabled me to **approach challenges with poise and confidence.**” - OPH Mentee

Since launching their mentorship program, OPH has also implemented Colleague Connect, Together’s peer-to-peer learning tool, which OPH uses to match individuals of all levels based on shared skills and professional goals for 1-2 meetings. OPH treats this as an “evergreen” initiative that allows participants to opt in and out as they choose.

Additionally, after 95% of participants expressed their satisfaction with the mentorship speaker series—which included topics such as professional presence, organizational culture, leadership across generations, and even involved interviews with executive leadership—the OPH team plans on expanding this speaker series to provide even more value to participants.



“One person actually told me that it allows them to have a bigger picture, to be reminded about what the **bigger picture is about what we do, why we do it in public health and how we can get better.**” -DeAnn Gruber, Administrative Director, Louisiana Office of Public Health Bureau of Infectious Diseases

About Together



Together's mentoring software empowers enterprise organizations to drive performance through relationships. Whether you're running traditional 1:1 mentoring programs, peer or group mentoring programs, or just want to connect employees over a cup of coffee, Together matches employees at scale.

Together has consistently been granted the #1 mentorship software award for user experience by G2, the world's leading software review site.

Together Administrators Report...

94%



Improved
Employee Skills

95%



A More Connected
Company

100%



Improved Inclusion
and Support

79%



Improved Retention

Some of our customers include

UTSouthwestern
Medical Center

Kellogg's

randstad

Discovery

 **Crayon**

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